Kodak

ScanMate

i940M Scanner

for MACINTOSH
Computers

User's Guide

Table of Contents

Overview

The *Kodak ScanMate* i940M Scanner / for Macintosh computers is a desktop, duplex color scanner that scans two sides of a document in a single pass at up to 20 pages per minute. The scanner can accommodate documents up to 21.6 x 165.1 cm / 8.5 x 60 inches using the 20-sheet automatic document feeder when your computer is configured with adequate memory.

The *Kodak ScanMate* i940M Scanner comes complete with NewSoft Presto! PageManager and NewSoft Presto! BizCard Xpress which offers organizational, collaboration and scanning capabilities.

NOTE: The Scroll button and Scan button on the scanner are not functional. These functions are performed by NewSoft Presto! PageManager and NewSoft Presto! BizCard Xpress without having to use the scanner.

What's in the box

- *Kodak ScanMate* i940M Scanner

- USB power cable

- USB 2.0 data cable

- AC power cable

- AC plug adapters

- Installation CD and documentation which includes NewSoft Presto! PageManager and NewSoft Presto! BizCard Xpress.

Scanner components
Front view

Card feeder tray

Input tray extender

Input tray

Top cover

Side guide

Side guide

Status window

Scroll button (Not active)

Scanner cover

Scan button (Not active)

Card feeder/Thick document switch

Inside view

Imaging guides

Separation roller and cover

Feed module and cover

Rear view

Power port

USB port

Serial number

Setup


```
   1                    2                    3
Install    →      Connect     →       Start
Software          Scanner             Scanning
```
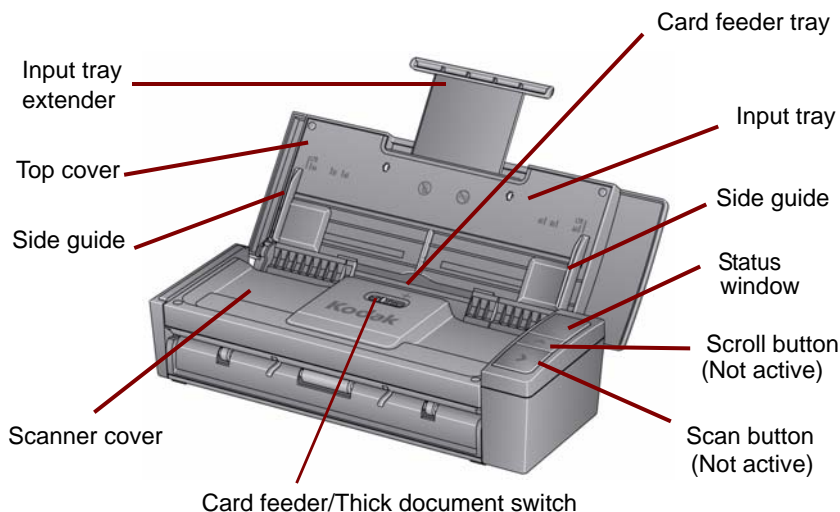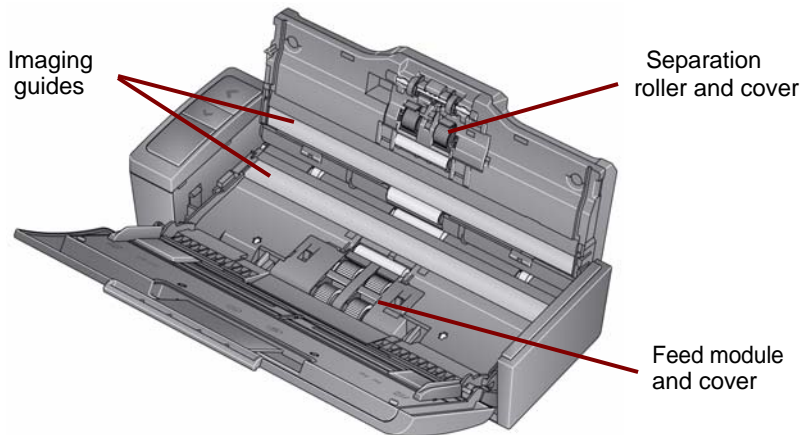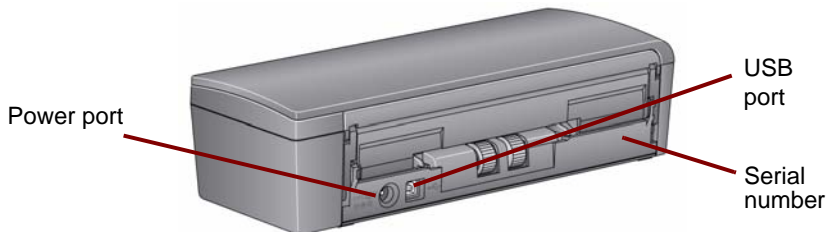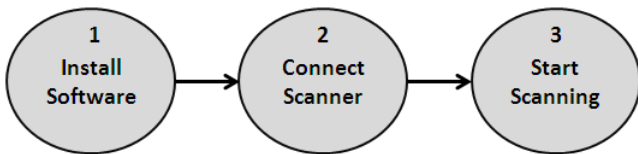

Install Software

1. Insert the *Kodak ScanMate* i940M Scanner / for Macintosh computers Installation CD into the CD-ROM drive.

   NOTE: If your computer does not have a CD-ROM drive, you can download this software and follow the instructions at: www.kodak.com/go/i940forMac.

2. Double-click on the CD icon. A folder window will be displayed.

3. Double-click on the **Package** icon.

4. Click **Continue**. The Welcome screen will be displayed.

5. Click **Continue**.

6. Select your language and click **Continue**.

7. A message will be displayed asking you to read and agree to the Software License Agreement. Click **Agree** to continue.

8. Click **Install**.

9. If your computer is password-protected, you will be asked to enter your password, then click **Install Software**. The installation will start.

10. When the installation is complete, click **Close.**

11. Close the Folder window and remove the *Kodak ScanMate* i940M Scanner / for Macintosh computers Installation CD from the CD-ROM drive.

Connect Scanner

When the software has been installed, make one of the following power connections to the scanner. Refer to the illustrations on the following pages for making proper connections. Make sure the power outlet is located within 1.52 meters (5 feet) of the scanner and is easily accessible.

You can use your scanner in one of the following ways:

Option 1: Using the AC power cable and USB data cable — this connection is typically used when the scanner is used in a stationary location.

See the section entitled "Optional connections" for more information on Option 2 and Option 3.

**Option 2*: Using the USB data cable** — this connection provides easy portability when using the scanner in different locations.

Option 3*: Using the USB power cable and USB data cable — when scanning thick documents or using resolutions higher than 300 dpi, it is recommended that you use the USB power cable with the USB data cable.

* These options will decrease the scanner throughput.

Option 1: Using the AC power cable and USB data cable

1. Select the appropriate AC plug adapter for your region from the supply of plug adapters packed with your scanner.

2. Attach the correct plug adapter to the power supply and insert the power supply into the wall outlet.
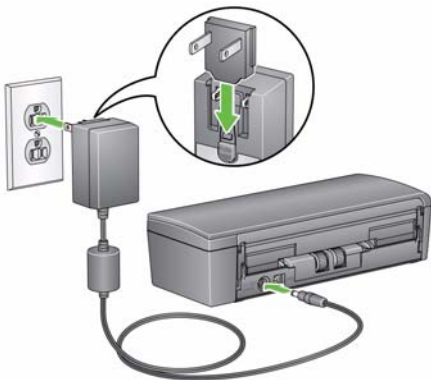
3. Plug the AC power cable into the power port on the scanner.

4. Attach the USB data cable to the scanner USB port, located on the back of the scanner.

5. Attach the other end of the USB data cable to the proper USB port on your laptop or desktop computer.
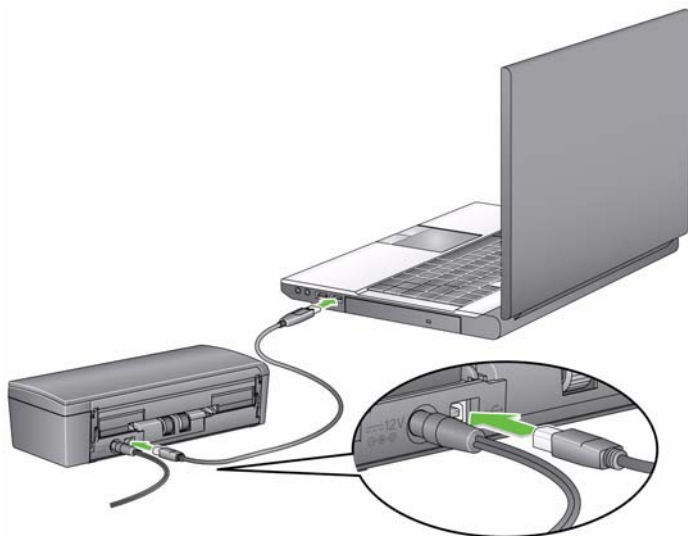
Turning on/off the scanner

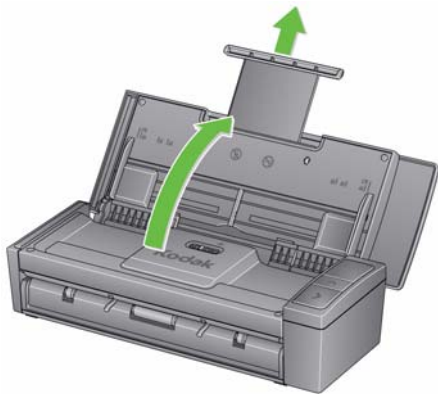- **To turn the scanner on**: open the top cover. When you turn on the scanner, the green indicator on the front of the scanner will flash as the scanner goes through a series of self tests. When the green light is steady, the scanner is ready.

  Do not disconnect the AC power cord while the cover is open.

- **To turn the scanner off:** close the top cover. It is recommended that you keep the top cover closed when the scanner is not in use. By default, if the scanner is on and left idle for more than 60 minutes after the scanner goes into Energy Star mode, the scanner will power off. To power the scanner back on, close the cover and then open the cover.

Power Saver mode: by default, after 15 minutes of inactivity, the scanner will automatically enter into Power Saver mode.To activate the scanner from Power Saver mode press the Up arrow or close the cover then open the cover.

Getting your documents ready to scan

- Standard paper size documents feed easily through the scanner. When organizing documents for scanning, stack the documents so the lead edges are aligned and centered in the input tray. This allows the feeder to introduce documents into the scanner one at a time.

- Remove all staples and paper clips before scanning. Staples and paper clips on documents may damage the scanner and documents.

- All inks and correction fluids on the paper must be dry before scanning is started.

- Be sure the front side of the document is positioned against the input tray and the top of the document is inserted into the input tray first.

- If you are scanning thick documents (i.e., card stock, etc.) using the input tray, move the card feeder/thick document switch to the right until it snaps into place. The switch should be pushed to the left when scanning normal weight documents.

- If you are scanning credit cards, ID cards, thick cards, etc. place the card(s) in the card feeder tray and move the card feeder/thick document switch to the right until it snaps into place.

- When scanning business cards, the card feeder/thick document switch should be pushed to the left.

3 **Scanning**

**Getting your scanner ready to scan**

1. Be sure the scanner is on and ready to scan (green indicator light is on and constant).

2. Pull out the document extender on the input tray.
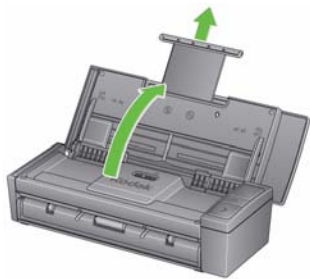
3. Adjust the side guides (by sliding them in or out) to accommodate the size of the documents you are scanning.

4. In Applications, click on the Presto! PageManager folder and then open the PageManager application.
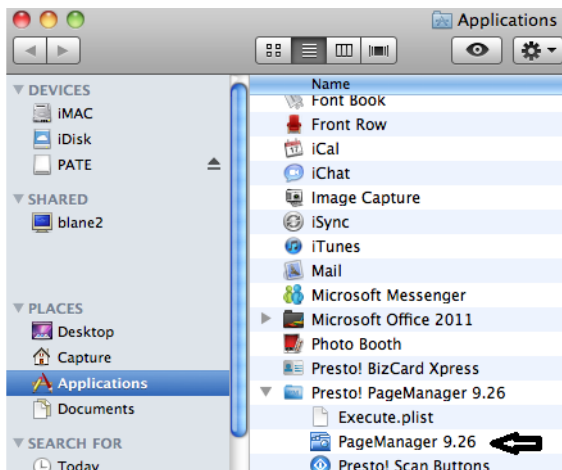
Scanning applications

The following scanning applications are included with the *ScanMate* i940M Scanner:

NewSoft Presto! PageManager

Kodak provides NewSoft Presto! PageManager which allows you to quickly and easily perform common scanning tasks; such as:

- scan and share incoming client correspondence with a co-worker in a branch office
- create a searchable PDF of a printed report
- scan and print/fax an invoice
- scan a photo to add to a presentation

NewSoft Presto! BizCard Xpress

Kodak provides NewSoft Presto BizCard Xpress which allows you to quickly and easily convert the contact information from business cards into a searchable, digital database that can be easily synchronized between computers, notebooks, PDAs and PIMs.

Icons

These icons are located on the menu bar when you launch NewSoft Presto! PageManager, NewSoft Presto! BizCard Xpress or both applications.

They can also be made readily available by placing them on the DOCK of your computer.

Use this icon to launch NewSoft Presto! PageManager.

Use this icon to scan an image when using NewSoft Presto! PageManager.

Use this icon to scan an image when using NewSoft Presto! BizCard Xpress.

You can use the Scan To icon to scan to NewSoft Presto! PageManager or NewSoft Presto! BizCard Xpress.

HELPFUL HINT:
The Scan To icon allows you to easily scan. When using this icon for the first time:
• Launch it from the LAUNCH PAD.
• Click the Scan To icon on the menu bar and select **Open Presto! Scan Buttons Preferences**.
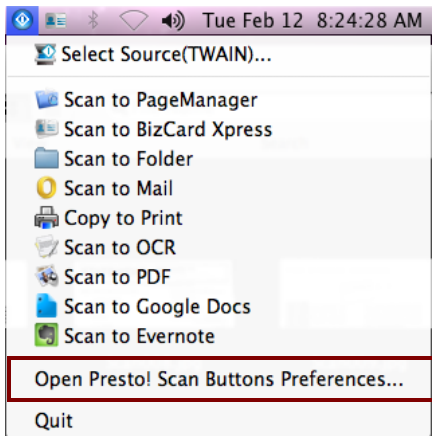
The Presto! Scan Buttons Preference screen will be displayed.
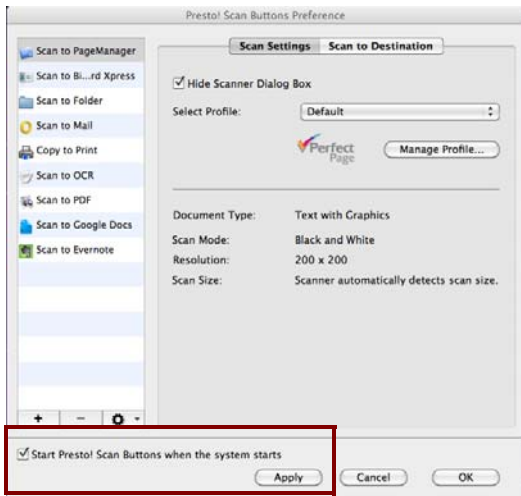
• Check **Start Presto! Scan Buttons when the system starts** checkbox and click **Apply**.

The Scan To icon will automatically be located in the top menu bar of your computer.

Making your first scan with Presto! PageManager

1. Insert a standard size document into the input tray. Be sure the front side of the document is positioned against the input tray and the top of the document is inserted into the input tray first.
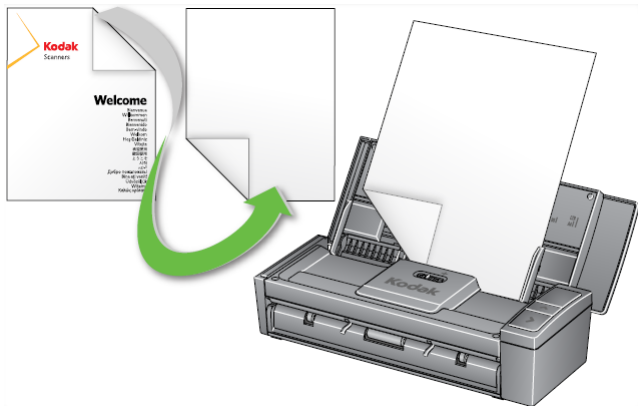
2. Using the Scan To icon, select **Scan To PageManager**.

When the document has finished scanning, the image(s) will be displayed on the Presto! PageManager View window.

Changing Presto! PageManager default scan settings

1. Click **File>Scan Settings** to display the Default Scan Options window.
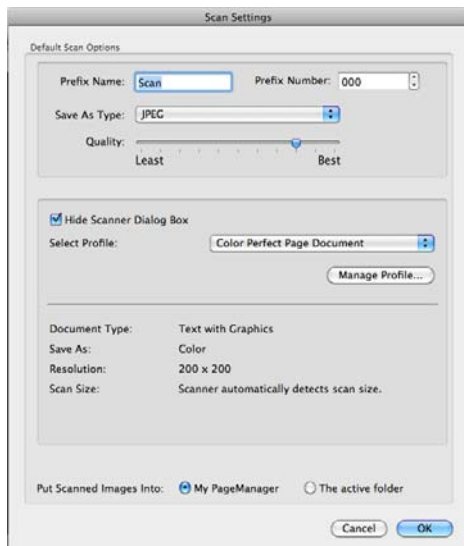
2. If desired, change any of the settings on this window or click **Manage Profile** to display the Setting Shortcuts where you can make any additional changes (i.e., resolution). See the *Scanning Setup Guide for Macintosh Computers* for a description of these scan settings.

Scanning cards with NewSoft Presto! BizCard Xpress

1. Place the card in the card feeder tray.

    NOTE: If you are scanning a thick card or credit card, slide the card feeder/thick document switch to the right (see "Scanner Components, Front view" in the *Overview* section for the location of this switch).

2. If you are using Presto! BizCard Xpress for the first time, launch Presto! BizCard Xpress from the Presto! BizCard Xpress Introduction screen and click the **Launch BizCard Xpress at system startup** checkbox
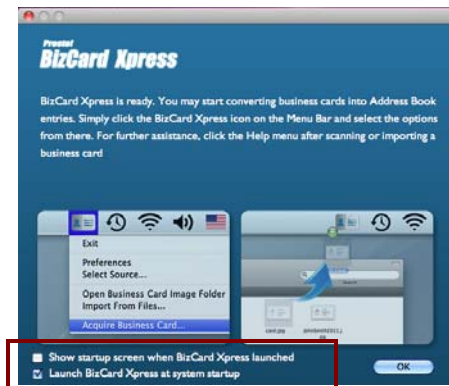
When the application is launched, the BizCard Xpress application icon will be displayed in the menu bar.

3. Click the **BizCard Xpress** icon on the menu bar and select **Select Source**.

4. Select **KODAK Scanner: i900** and click **Select**.

5. Click the **BizCard Xpress** icon and select **Acquire Business Card** from the drop-down menu. The card will scan and be displayed in the Edit Card window. If the image(s) is acceptable, click **Transfer** (or **Transfer All**). If the image(s) is not acceptable, click **Discard** (or **Discard All**).

Changing Presto! BizCard Xpress default scan settings

1. Click the **BizCard Xpress application** icon and select **Preferences**. The Preferences window will be displayed

2. Click the **Scan** icon to display the scanning options.
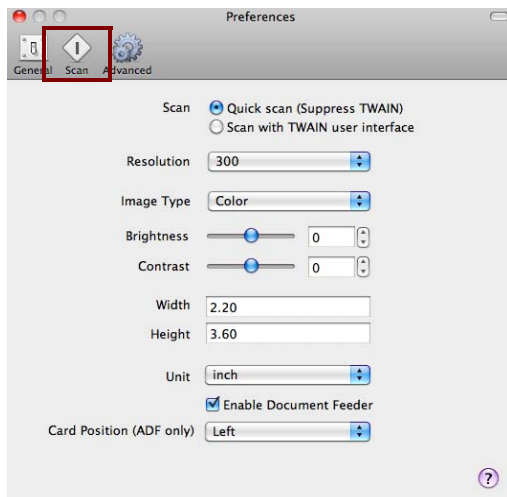
3. If desired, change any of the settings displayed on this window.

Scanning using the Scan To icon

If you want to use the Scan To icon, open Presto! PageManager and double-click on the **Scan To** icon to display the Scan To icon on the menu bar.

NOTE: When the Scan icon is on the menu bar, you do not need to open the application (BizCard Xpress or PageManager).

1. Click on the Scan To icon to display scanning options.
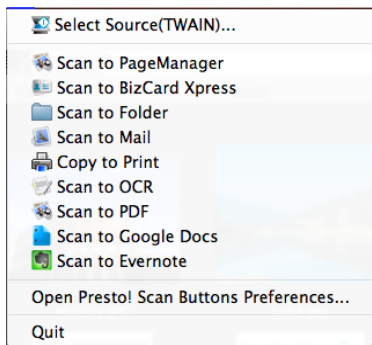
2. Click on **Select Source(TWAIN)** to display the Select Source window.

3. Click on **KODAK Scanner: i900** and click **Select**.

4. Click the Scan To icon and select the application/option you want to use (i.e., Scan to Mail, Copy to Print, etc.).

Changing Scan default settings

1. Click the **Scan To** icon to open the menu.

2. Select **Open Presto! Scan Buttons Preferences** to open the Preferences window.
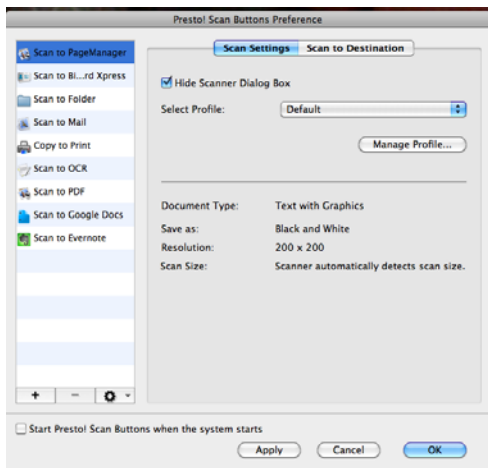
3. If desired, change any of the settings on this window or click **Manage Profile** to display the Setting Shortcuts where you can make any additional changes (i.e., resolution). See the *Scanning Setup Guide for Macintosh Computers* for a description of these scan settings.

Optional connections

Option 2: Using the USB data cable

1. Attach the USB data cable to the scanner USB port, located on the back of the scanner.

2. Attach the other end of the USB data cable to the proper USB port on your laptop or desktop computer.
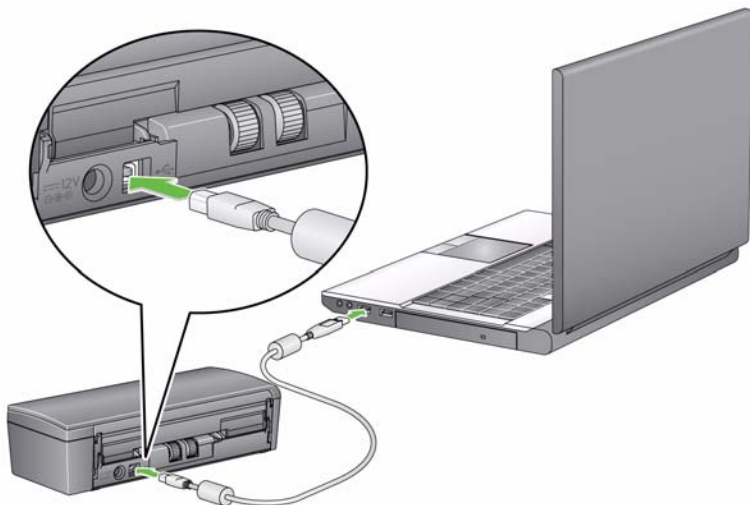
Option 3: Using the USB power cable and USB data cable

1. Plug the USB power cable into the power port on the scanner.

2. Attach the other end of the USB power cable to the proper USB port on your laptop or desktop computer.

3. Attach the USB data cable to the scanner USB port, located on the back of the scanner.

4. Attach the other end of the USB data cable to the proper USB port on your laptop or desktop computer.
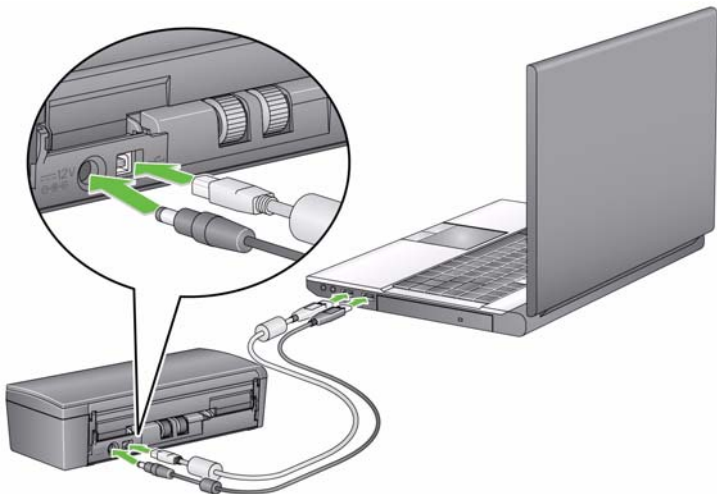
Maintenance

This section provides procedures for cleaning the scanner and replacing consumables.

Your scanner needs to be cleaned periodically. If your documents do not feed easily, if several documents feed at the same time or if streaks appear on your images, it is time to clean your scanner. The section entitled "Supplies and consumables" later in this chapter, provides a listing of the supplies required to clean your scanner.

IMPORTANT: Use only cleaners such as those provided through Kodak Parts Services. Do not use household cleaners.

Do not use air, liquid or gas spray cleaners.

Allow surfaces to cool to ambient temperature before use. Do not use cleaners on hot surfaces.

Use adequate ventilation. Do not use cleaners in confined areas.

1. Disconnect the power from the scanner before performing cleaning procedures.

2. Open the top cover.

3. Open the scanner cover.
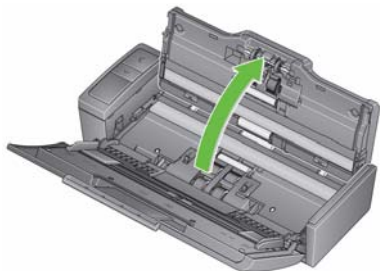
4. With a roller cleaning pad, wipe the three feed rollers from side to side. Rotate the rollers to clean the entire surface.
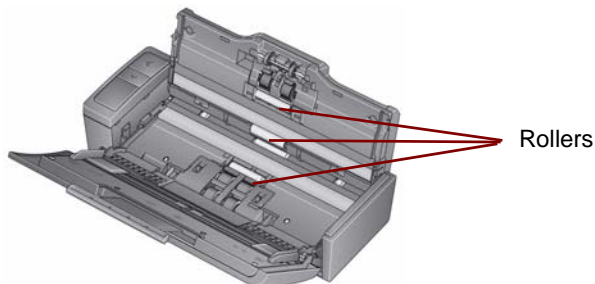
Rollers

IMPORTANT: The roller cleaning pad contains sodium lauryl ether sulfate which can cause eye irritation. Wash your hands with soap and water after performing maintenance procedures. Refer to the MSDS for more information.

Cleaning or replacing the separation module

1. Release the separation roller cover.
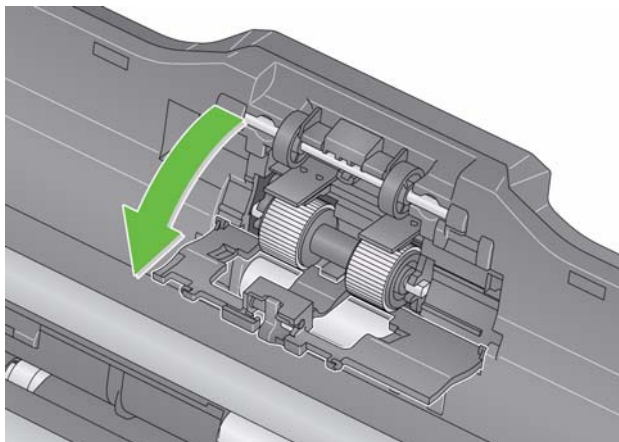
2. Remove the separation roller.

    • If the separation roller is worn and there is a degradation of feeder performance, replace the separation roller and go to Step 4.

• If the separation roller needs to be cleaned, continue with Step 3.
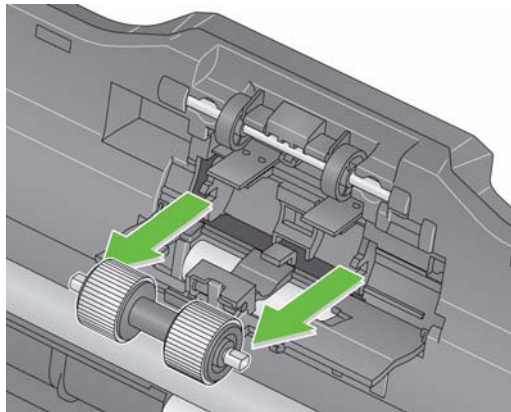
3. Wipe the rollers from side to side.
4. Reinstall the cleaned separation roller or install a new separation roller.
5. Close the separation roller cover.

Cleaning or replacing the feed module

IMPORTANT: *Before removing the feed module cover, the tabs need to be in the lower position.*
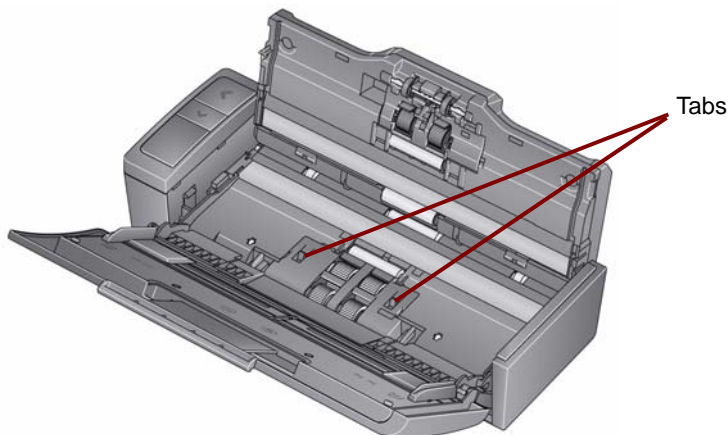
Tabs

1. Power on the scanner by opening the top cover.

2. Open the scanner cover. The feed module tires will rotate and lower the tabs.

3. Remove the feed module cover by squeezing the tabs on each side of the cover and lifting the cover out of place.
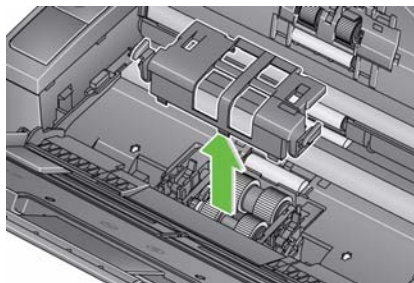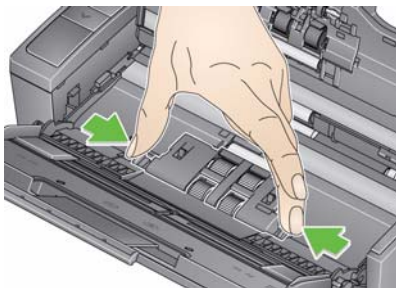
4. Remove the feed module.
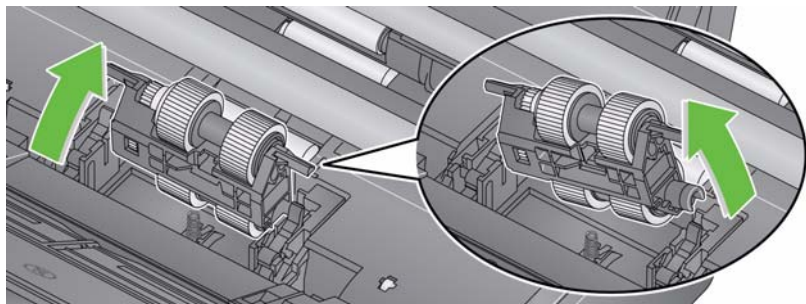
NOTE: It may be necessary to place your finger in the opening underneath the scanner cover and push up on the module to release it from its position.

- If the feed module tires are worn and there is a degradation of feeder performance, replace the feed module and go to Step 6.

- If the feed module tires need to be cleaned, continue with Step 5.

5. Wipe the rollers from side to side.

6. Reinstall the cleaned feed module or install a new feed module.

7. Reinstall the feed module cover and close the scanner cover.

Cleaning the imaging guides

1. Open the top cover and open the scanner cover.

2. Remove dust and debris from the front and rear imaging guides by using a Staticide wipe or a small brush. Be careful not to scratch the glass.

IMPORTANT: Staticide wipes contain isopropanol which can cause eye irritation and dry skin. Wash your hands with soap and water after performing maintenance procedures. Refer to the MSDS for more information.
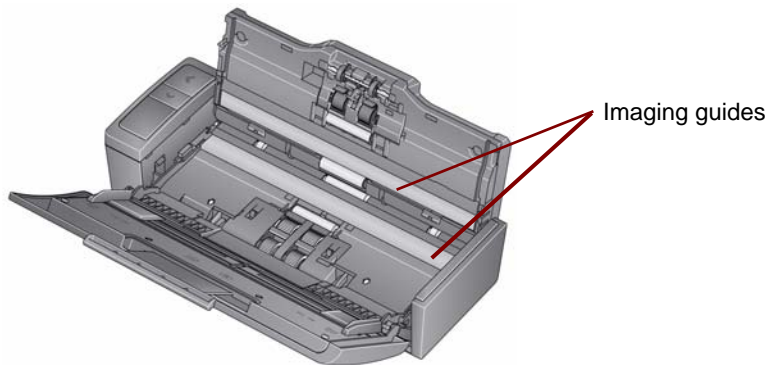

Imaging guides

3. Wipe the front and rear imaging guides again with an almost dry Staticide wipe to remove any streaks.

4. When finished, close the scanner cover and reconnect the power.

Supplies and consumables

Contact your scanner supplier to order supplies or go to:
www.scannerstore.kodak.com.

Description	CAT No.
Feed Module Assembly	846 7839
Separation Module Assembly	177 5246
Kodak Digital Science Roller Cleaning Pads	853 5981
Kodak Digital Science Transport Cleaning Sheets	169 0783
Staticide wipes for *Kodak* Scanners	896 5519

NOTE: Items and catalog numbers are subject to change.

Troubleshooting

Problem solving

Occasionally you may encounter a situation with your scanner where it may not function properly. Use the chart below as a guide to check possible solutions to help you resolve the situation before calling Technical Support.

Problem	Possible Solution
A document is jammed in the scanner	• Open the scanner cover. • Remove any jammed document(s) from inside the scanner. • Close the scanner cover and resume scanning.
Distorted images	The feeder holds up to 20 documents in the input tray. While scanning is taking place, you cannot add documents to the feeder. If you do add documents, your images may be distorted.
Image has clipped corners	If your images have clipped corners, the skew angle was too large for the scanner to handle. Be sure documents are placed in the input tray with the edges aligned and the side guides positioned correctly to accommodate the size documents you are feeding to avoid large skew angles.

Problem	Possible Solution
Scanner will not scan/feed documents	Make sure that: • the power cord is plugged securely into the back of scanner and the wall outlet. • the green LED on the scanner is lit. • the wall outlet is not defective (call a licensed electrician). • the computer was restarted after installing the software. • document(s) is making contact with the feed rollers. • the scanner is properly connected. The scanner will not work if only the USB 2.0 power cable is connected.
Image quality is poor or has decreased	Clean the scanner. See the procedures in the *Maintenance* chapter.
Roller marks appear on the document after scanning	Clean the rollers. See the procedures in the *Maintenance* chapter.

Problem	Possible Solution
Documents are jamming or multiple documents are feeding	Make sure that: • the input tray and side guides are adjusted for the width and length of the documents you are scanning. • the thick document switch is in the correct position. The switch should be moved to the right when scanning thick documents; and to the left when scanning normal documents. • all documents meet the specifications for size, weight and type. See Appendix A, *Specifications* for more information. • the scanner is clean.
No images are being displayed	• Documents should only be inserted in the feeder after the scanner is powered up and ready. • If you are scanning one side of a document, be sure the side you want to scan is placed toward the feed tray (not facing you). For more information, see the section entitled, "Getting your documents ready to scan".

Problem	Possible Solution
Scanner is running slow	• Your computer may not meet the minimum requirements for the scanner. • The scanner is rated and designed to operate with USB 2.0, but will function with USB 1.1. If you are using a USB 1.1 connection, update your connection to USB 2.0.

LED error codes

Following is a listing of the error codes that may be displayed in the Status window. When an error occurs, the red indicator will blink and a number is displayed in the Status window.

Code	Problem	Remedy
U6	Scanner cover is open	Close the scanner cover.
E4	Scanner error	Turn the scanner off, then on again. Restart the scanning application and try again. If the problem persists, contact Technical Support.
E5	Scanner time-out	Check USB cable then turn off the scanner and turn it back on again.
U8	Misfeed detected	The scanner has detected a multifeed document.
U9	Document jam	Open the scanner cover and clear the paper jam.

Contacting Service

1. Visit www.Kodak.com/go/scanners to obtain the current phone number for your country.

2. When calling, please have the following information ready:

   • A description of your problem.

   • The scanner model and serial number (located on the back of the scanner).

   • Computer configuration.

   • Software application you are using.

Appendix A   Specifications

This appendix provides scanner specifications and system requirements.

Scanner Type/ Speed	Duplex color scanner with an automatic document feeder
Scanning Speeds	B/W, grayscale @ 200 dpi: 20 ppm/40 ipm (AC power) Color @ 200 dpi: 15 ppm/30 ipm (AC power) BW, grayscale, color @ 200 dpi: 8 ppm/16 ipm (USB power)
Scanning Technology	Contact Image Sensor (CIS) x 2 Grayscale output bit depth is: 8 Color capture bit depth is: 24 Color output bit depth is: 24
Scan Resolutions	100, 150, 200, 240, 250, 300, 400, 600 and 1200 dpi
File Format Output	BMP, TIFF, JPEG, RTF, Searchable PDF, PDF
Acceptable Paper Weight	4.9 to 398 g/m^2 (10.7 to 220 lbs.)
Maximum document size	21.6 x 152.4 cm (8.5 x 60 in.)
Minimum document size	8.0 x 5.2 cm (3.15 x 2.05 in.)
ADF Capacity	20 sheets
Recommended Daily Volume	500

Light source	3 color LED (R,G,B)
Electrical requirements	**AC Adapter**: DC 12V, 1.5A or USB power
Scanner Dimensions	**Height**: 157 mm / 6.18 in. with tray fully extended 80.4 mm / 3.17 in. with tray closed **Width**: 289 mm / 11.38 in. **Depth**: 307 mm / 12.09 in. with tray fully extended 109 mm / 4.29 in. with tray closed
Scanner Weight	1.3 kg / 2.86 lbs.
Host Connection	USB 2.0
Operating Temperature	10°C to 35°C (50F to 95°F)
Humidity	10 to 85% RH
Environmental Factors	Energy Star qualified scanners
Power Consumption	Off mode: <1.0 watts Running: <15 watts Energy Star: <4.3 W base limit
Acoustic Noise (Sound Power level)	Operating: less than 58 dB Off mode: less than 46 dB
Bundled software	TWAIN Datasource, WIA, NewSoft Presto! BizCard Xpress, NewSoft Presto! PageManager

System requirements

Following is the minimum recommended system configuration to run *Kodak ScanMate* i940M Scanner / for Macintosh computers.

• Recommended processor and memory: Core Duo 2.1 GHz processor, 2 GB of RAM with USB 2.0 connection

• Supported operating systems:

  - 10.6 (Leopard), 10.7 (Snow Leopard), 10.8 (Mountain Lion)

Appendix B   Warranty

Congratulations on the purchase of a *Kodak* Scanner. *Kodak* Scanners are designed to provide end users with the highest performance and reliability. All *Kodak* Scanners are covered by the following Limited Warranty.

Limited warranty for *Kodak* Scanners

Eastman Kodak Company provides the following Limited Warranty on *Kodak* Scanners (excluding spare parts and consumables) distributed by Kodak or through Kodak's authorized distribution channels:

Kodak warrants that a *Kodak* Scanner, from the time of sale through the Limited Warranty period applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular *Kodak* Scanner.

All *Kodak* Scanners are subject to the Warranty Exclusions described below. A *Kodak* Scanner found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at Kodak's option.

Purchasers may determine the applicable Limited Warranty period for the *Kodak* Scanners purchased by calling (800) 822-1414, or by visiting www.Kodak.com/go/disupport or by reviewing the Limited Warranty Summary Card enclosed with the *Kodak* Scanner.

Proof of purchase is required to demonstrate eligibility for warranty service.

Warranty exclusions

Kodak's Limited Warranty does not apply to a *Kodak* Scanner that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including (a) by a failure to properly package and ship the Scanner back to Kodak for warranty service in accordance with Kodak's then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from service, modification or repair not performed by Kodak or a service provider authorized by Kodak or by tampering, use of counterfeit or other non-Kodak components, assemblies, accessories, or modules; (d) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance, including use of cleaning products or other accessories not approved by Kodak or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at www.Kodak.com/go/disupport or by calling (800) 822-1414.

Kodak provides no Limited Warranty for products purchased from countries other than the United States. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase.

Kodak provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device.

Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The replacement product assumes the remainder of the Limited Warranty period applicable to the defective product or thirty (30) days, whichever is longer.

Installation Warning and Disclaimer
KODAK WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE SALE, INSTALLATION, USE, SERVICING OR IMPROPER FUNCTIONING OF THIS PRODUCT, REGARDLESS OF THE CAUSE. SUCH DAMAGES FOR WHICH KODAK WILL NOT BE RESPONSIBLE, INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF REVENUE OR PROFIT, LOSS OF DATA, DOWNTIME COSTS, LOSS OF USE OF THE PRODUCT, COST OF ANY SUBSTITUTE PRODUCT, FACILITIES OR SERVICES OR CLAIMS OF CUSTOMERS FOR SUCH DAMAGES.

If there is any conflict between other sections of this appendix and the Limited Warranty, the terms of the Limited Warranty prevail.

How to obtain limited warranty service
Kodak Scanners are supplied with information on unpacking, setup, installation and operation. Careful reading of the User's Guide will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at: www.Kodak.com/go/disupport or contact:

Kodak's Response Center: (800) 822-1414

The Response Center is available Monday – Friday (excluding Kodak holidays) 8 a.m. to 5 p.m. EST.

Before placing the call, the eligible purchaser should have the *Kodak* Scanner model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

Response Center personnel will assist the end user in resolving the problem over the phone. The end user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist the Response Center in determining if the problem is the *Kodak* Scanner or another component and if the problem can be resolved over the phone. If the Response Center determines a hardware problem exists that is covered either under the Limited Warranty or a purchased Maintenance Agreement, a Return Material Authorization Number (RMA) will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and shipping guidelines

Purchaser must ship all warranty returns in a method that guarantees full protection of the product from shipping damage. Failure to do so will void the *Kodak* Scanner warranty. Kodak advises the purchaser to keep the original box and packing materials for storing or shipping. Kodak is not responsible for issues related to shipping damage. The purchaser must return only the *Kodak* Scanner. Prior to shipment, purchaser must remove and retain all "add-on" items, (i.e. adapters, cables, software, manuals, etc.). Kodak accepts no responsibility for these items and they will not be returned with the repaired or replacement *Kodak* Scanner. All products should be returned to Kodak in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the *Kodak* Scanner is shipped. When the original packaging is not available, contact Kodak's Response Center at (800) 822-1414 for part numbers and replacement packaging ordering information.

Return procedure

Eligible purchasers seeking services for *Kodak* Scanners covered under this Limited Warranty must obtain a Return Material Authorization number ("RMA") by calling (800) 822-1414 and within ten (10) business days from the date of issuance of the RMA must return the *Kodak* Scanner to the address designated in the RMA at the end user's own expense and risk, in compliance with Kodak's current Packaging and Shipping Guidelines.

Any defective products or parts replaced by Kodak become the property of Kodak.

Customer responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. KODAK IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Warranty Service descriptions

Eastman Kodak Company (Kodak) offers a range of service programs to support its Limited Warranty and to assist with the use and care of the *Kodak* Scanner ("Service Methods"). A *Kodak* Scanner represents an important investment. *Kodak* Scanners provide the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems, Kodak may use one of the service methods listed below, depending upon product type, in providing service under its Limited Warranty.

Included with selected *Kodak* Scanners is a Limited Warranty Registration card and a Limited Warranty Summary card. The Limited Warranty Summary card is specific by model. The Limited Warranty Summary card contains important warranty information, including the model number and the Limited Warranty. Refer to the Limited Warranty Summary card to determine the available Service Methods applicable to the particular *Kodak* Scanner.

If the Limited Warranty Registration card or Limited Warranty Summary card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at www.Kodak.com/go/disupport or by phone at (800) 822-1414.

To avoid service delays, Kodak urges end users to complete and return the enclosed Limited Warranty Registration Card at the first opportunity. If you cannot locate the Limited Warranty Registration card, you may register online at www.Kodak.com/go/disupport or by phone at (800) 822-1414.

Kodak also provides a variety of service programs that may be purchased to assist with the use and care of the *Kodak* Scanner.

Kodak is committed to providing its customers with quality, performance, reliability and service under the Limited Warranty.

On-site service

For the selected *Kodak* Scanner, and after the Response Center verifies a hardware problem, a service call will be opened and logged. An Kodak Field Engineer will be dispatched to the product location to perform repair service if the product is located within the contiguous forty-eight (48) United States, in certain areas of Alaska and Hawaii, and if there are no security, safety or physical requirements that would restrict the Field Engineer's access to the scanner. For additional information on service areas, please visit our website at: www.Kodak.com/go/docimaging. On-Site Service will be provided between the hours of 8 a.m. and 5 p.m. local time, Monday through Friday (excluding Kodak holidays).

AUR

AUR may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchasers of certain *Kodak* Scanners, Kodak will replace that product within two business days.

The AUR provides advance replacement on specific failed or broken *Kodak* Scanner. To be eligible to take advantage of the AUR, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be faxed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and Kodak's receipt of the signed agreement. The malfunctioning product must be received by Kodak within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product. Shipment of replacement Imaging Product will be made at Kodak's expense and choice of freight carrier. Shipments not made under Kodak's directions and choice of freight carrier may void the Limited Warranty.

Before the product is returned to Kodak, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. If the malfunctioning product is not returned in the box and packaging in which the replacement product was shipped the Limited Warranty may be voided. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Depot service

If the *Kodak* Scanner is not eligible for Advance Exchange or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the Limited Warranty. All products should be returned to Kodak in the original shipping container, or in a recommended packing box. The *Kodak* Scanner must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact Kodak's Response Center at (800) 822-1414, for ordering information. Eligible purchasers seeking services for *Kodak* Scanners must obtain a Return Material Authorization number ("RMA") by calling (800) 822-1414, and within ten (10) business days from the date of issuance of the RMA must return the *Kodak* Scanner to the address designated in the RMA at the end user's own expense and risk. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

Important restrictions

Eligibility: The Advance Exchange Program and the Depot Service are available to eligible purchasers in the fifty (50) United States, and On-Site Service is available in the contiguous forty-eight (48) states and in certain areas of Alaska and Hawaii for products purchased from authorized distributors of Kodak. The *Kodak* Scanner will be ineligible for any service under warranty if the product falls under any of Kodak's then-current Warranty Exclusions, including a purchaser's failure to return defective products to Kodak in compliance with Kodak's then current Packaging and Shipping Guidelines. Persons are only considered "eligible purchasers" or "end users" if they originally purchased the *Kodak* Scanner for their own personal or business use, and not for resale.

Consumables: Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user's responsibility in the User's Guide are not covered under the Limited Warranty.

If any of the above excluded parts or services are required, they may be available through an authorized service provider at their hourly rates and at terms then in effect.

Any defective products or parts replaced by Kodak become the property of Kodak.

Contacting Kodak

• For Information on *Kodak* Scanners: **www.Kodak.com/go/docimaging**

• For U.S. Service, Repair and Technical Assistance by Telephone: **5 a.m. to 5 p.m. Monday-Friday; (800) 822-1414** (excluding Kodak holidays)

• For Technical Documentation and FAQ's available 24 hours a day: **www.Kodak.com/go/disupport**

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